

2019 Current Fiscal Year Report: FCC Consumer Advisory Committee

Report Run Date: 06/05/2019 10:37:44 PM

1. Department or Agency

Federal Communications Commission

2. Fiscal Year

2019

3. Committee or Subcommittee

FCC Consumer Advisory Committee

3b. GSA Committee No.

10672

4. Is this New During Fiscal Year?

No

5. Current Charter

10/20/2018

6. Expected Renewal Date

10/20/2020

7. Expected Term Date

8a. Was Terminated During Fiscal Year?

No

8b. Specific Termination Authority

n/a

8c. Actual Term Date

9. Agency Recommendation for Next Fiscal Year

Continue

10a. Legislation Req to Terminate?

No

10b. Legislation Pending?

Not Applicable

11. Establishment Authority Agency Authority

12. Specific Establishment Authority

Approval from FCC Chairman

13. Effective Date

08/29/2016

14. Committee Type

Continuing

14c. Presidential?

No

15. Description of Committee National Policy Issue Advisory Board

16a. Total Number of Reports

No Reports for this Fiscal Year

17a. Open 0 17b. Closed 0 17c. Partially Closed 0 Other Activities 0 17d. Total 0 Meetings and Dates

No Meetings

Current FY Next FY

18a(1). Personnel Pmts to Non-Federal Members

\$0.00 \$0.00

18a(2). Personnel Pmts to Federal Members

\$0.00 \$0.00

18a(3). Personnel Pmts to Federal Staff

\$0.00 \$0.00

18a(4). Personnel Pmts to Non-Member Consultants

\$0.00 \$0.00

18b(1). Travel and Per Diem to Non-Federal Members

\$0.00 \$0.00

18b(2). Travel and Per Diem to Federal Members

\$0.00 \$0.00

18b(3). Travel and Per Diem to Federal Staff

\$0.00 \$0.00

18b(4). Travel and Per Diem to Non-member Consultants

\$0.00 \$0.00

18c. Other(rents,user charges, graphics, printing, mail, etc.)

\$0.00 \$0.00

18d. Total

\$0.00 \$0.00

19. Federal Staff Support Years (FTE)

0.00 0.00

20a. How does the Committee accomplish its purpose?

The Consumer Advisory Committee (CAC) was established to provide specific recommendations to the FCC on matters of interest to consumers within the Commission's jurisdiction. Issues include, but are not limited to, billing (cramming/slamming), robocalls, consumer disclosures, lifeline/linkup programs, outreach to underserved populations, access to and participation in the Commission's proceedings, products and services, and the impact of new and emerging technologies on consumers including underserved populations. The Committee will evaluate the many demands that are placed on telecommunications, broadcast/cable, and other regulated services, and the impact of these services on the Commission's varied constituencies. Because many segments of the telecommunications and broadcast industries, consumer advocates, disability advocates, and regulators are represented in the Committee membership, CAC presents an ideal forum to address these issues.

20b. How does the Committee balance its membership?

The Consumer Advisory Committee is comprised of representatives of both the private and public sectors, including non-profit consumer and disability advocacy organizations, organizations representing minorities, regulators, and underserved populations. Members were selected to represent a broad and balanced viewpoint so that the many voices of the Commission's many constituencies can be heard.

20c. How frequent and relevant are the Committee Meetings?

The Committee conducted two plenary meetings during the year, and subcommittees or working groups met on numerous occasions during the year, in person or via teleconference and e-mail discussion groups between plenary meetings to develop recommendations for the full Committee.

20d. Why can't the advice or information this committee provides be obtained elsewhere?

The Federal Communications Commission does not always have the expertise and the resources to obtain and evaluate information from all sectors of the telecommunications and media arenas. As a Federal advisory committee, CAC presents an ideal forum to bring together in one setting the many different voices of these sectors. Also, because CAC has a broad and balanced membership, it frequently leads to a broad discussion of issues and needs rather than a discussion dominated by specific interests. Consequently, the FCC will benefit from CAC's recommendations that express a consensus position reflecting a diverse Committee membership.

20e. Why is it necessary to close and/or partially closed committee meetings?

All meetings of the full Committee are open to the public and are broadcast whenever possible with captioning on the internet.

21. Remarks

The Committee was originally chartered in November of 2000 as the Consumer/Disability Telecommunications Advisory Committee (C/DTAC). Upon its re-chartering in November of 2002, the Committee changed its name to the Consumer Advisory Committee (CAC) to better reflect its scope and mission. The Committee was thereafter renewed biannually, most recently in October 2016, and is now in its ninth, two-year term. The CAC currently consists of 34 volunteer members who serve in either a representative or Special Government Employee capacity. The CAC establishes subject-specific subcommittees or working groups as circumstances warrant. Working groups analyze issues and make recommendations to the full Committee. From time to time, working groups may consult with FCC staff and/or other subject matter experts which helps to better inform recommendations to the full Committee, which upon deliberation, may recommend to the Commission. With respect to cost, the Commission supports plenary committee meetings plus many working group meetings during the fiscal year. In addition to FCC personnel salary and benefits, significant part of the cost relates to facilities/AV/internet broadcast meeting transcripts and accessibility-related expenses such as production of meeting materials in Braille, sign language interpreters for people who are deaf, and computer assisted real-time translation for people who are hard of hearing.

Designated Federal Officer

Scott Marshall DFO

| Committee Members | Start | End | Occupation | Member Designation |
|-------------------|------------|------------|--------------------------------------|--|
| Alkebsi, Zainab | 01/19/2001 | 10/21/2018 | Policy Counsel | Representative Member |
| Barket, Elizabeth | 10/21/2016 | 10/21/2018 | Law and Regulatory Counsel | Representative Member |
| Bartholme, Eduard | 01/19/2001 | 10/21/2018 | Executive Director | Representative Member |
| Berlyn, Debra | 06/28/2007 | 10/21/2018 | Board Member & Officer | Representative Member |
| Butler, Alan | 10/21/2016 | 10/21/2018 | EPIC Senior Counsel | Representative Member |
| Day, Joslyn | 05/08/2015 | 10/21/2018 | Director, Consumer Division | Representative Member |
| Defalco, Mark | 06/28/2007 | 10/21/2018 | Manager | Representative Member |
| Fazlullah, Amina | 10/21/2016 | 10/21/2018 | Policy Advisor | Representative Member |
| Floberg, Dana | 05/08/2015 | 10/21/2018 | Research Fellow | Representative Member |
| Follansbee, B. | 10/21/2016 | 10/21/2018 | VP Law and Policy | Representative Member |
| Goodman, Paul | 05/08/2015 | 10/21/2018 | Legal Counsel, Greenlining Institute | Representative Member |
| Hannon, Coralette | 01/19/2001 | 10/21/2018 | Senior Legislative Representative | Representative Member |
| Herrera, Mitsuko | 05/08/2015 | 10/21/2018 | Tech Policy Planning | Representative Member |
| Hildebrand, Kyle | 09/01/2017 | 10/21/2018 | Subject Matter Expert | Special Government Employee (SGE) Member |
| Johnson, Thaddues | 03/01/2013 | 10/21/2018 | Assistant People's Counsel | Representative Member |
| Kamal, Sara | 10/21/2016 | 10/21/2018 | Policy Fellow | Representative Member |
| Kearney, Julie | 09/01/2017 | 10/21/2018 | Vice President, Regulatory Affairs | Representative Member |
| Lancetti, Luisa | 09/01/2017 | 10/21/2018 | Chief Counsel, Law and Policy | Representative Member |
| Leech, Irene | 12/30/2008 | 10/21/2018 | Volunteer | Representative Member |

| | | | | |
|------------------------|------------|------------|---|---|
| Lieberman, Ross | 10/21/2016 | 10/21/2018 | Senior Vice President, Governmental Affairs | Representative Member |
| McAuliffe, Katie | 05/08/2015 | 10/21/2018 | Federal Affairs Manager | Representative Member |
| McEldowney, Ken | 06/28/2007 | 10/21/2018 | Executive Director | Representative Member |
| Morris, Steven | 04/01/2013 | 10/21/2018 | VP and Associate General Counsel | Representative Member |
| Ochillo, Francella | 05/08/2015 | 10/21/2018 | Policy Counsel | Representative Member |
| Phillips, Alex | 09/01/2017 | 10/21/2018 | President | Representative Member |
| Posciask, Stephen | 07/22/2011 | 10/21/2018 | President/ CEO | Representative Member |
| Richert, Mark | 07/20/2011 | 10/21/2018 | Director, Public Policy and Senior Advisor, Strategy Initiatives | Representative Member |
| Rinehart, William | 09/01/2017 | 10/21/2018 | Subject Matter Expert | Special Government Employee (SGE) Member |
| Schwantes, Jonathan | 10/21/2016 | 10/21/2018 | Senior Counsel, Telecommunications Policy | Representative Member |
| Taglang, Kevin | 10/23/2012 | 10/21/2018 | Executive Editor | Representative Member |
| Umansky, Barry | 09/01/2017 | 10/21/2018 | Senior Fellow, Senior Policy Advisor | Representative Member |
| Walke, Larry | 04/01/2013 | 10/21/2018 | Associate General Counsel, Legal & Regulatory Affairs | Representative Member |
| Wein, Olivia | 07/20/2011 | 10/21/2018 | Lead Telecom Attorney | Representative Member |
| Witanowski, Krista | 10/21/2016 | 10/21/2018 | Assistant Vice President, Regulatory Affairs | Representative Member |

Number of Committee Members Listed: 34

Narrative Description

The Consumer Advisory committee is chartered to provide advice to the FCC concerning matters within the jurisdiction of the Commission. . Its recommendations are filed as comments in open proceedings before the Commission, are sometimes filed as ex parte communications if necessary, and are sent to all Commissioners. Recommendations are also submitted to relevant subject matter staff.

What are the most significant program outcomes associated with this committee?

Checked if Applies

| | |
|---|-------------------------------------|
| Improvements to health or safety | <input type="checkbox"/> |
| Trust in government | <input type="checkbox"/> |
| Major policy changes | <input checked="" type="checkbox"/> |
| Advance in scientific research | <input type="checkbox"/> |
| Effective grant making | <input type="checkbox"/> |
| Improved service delivery | <input checked="" type="checkbox"/> |
| Increased customer satisfaction | <input checked="" type="checkbox"/> |
| Implementation of laws or regulatory requirements | <input checked="" type="checkbox"/> |
| Other | <input type="checkbox"/> |

Outcome Comments

none

What are the cost savings associated with this committee?

Checked if Applies

| | |
|----------------------------|-------------------------------------|
| None | <input checked="" type="checkbox"/> |
| Unable to Determine | <input type="checkbox"/> |
| Under \$100,000 | <input type="checkbox"/> |
| \$100,000 - \$500,000 | <input type="checkbox"/> |
| \$500,001 - \$1,000,000 | <input type="checkbox"/> |
| \$1,000,001 - \$5,000,000 | <input type="checkbox"/> |
| \$5,000,001 - \$10,000,000 | <input type="checkbox"/> |
| Over \$10,000,000 | <input type="checkbox"/> |
| Cost Savings Other | <input type="checkbox"/> |

Cost Savings Comments

N/A

What is the approximate Number of recommendations produced by this committee for the life of the committee?

19

Number of Recommendations Comments

See detail in reports section of database for dates and topics of recommendations adopted during this reporting period.

What is the approximate Percentage of these recommendations that have been or will be Fully implemented by the agency?

32%

% of Recommendations Fully Implemented Comments

Recommendations were implemented regarding robocalls.

What is the approximate Percentage of these recommendations that have been or will be Partially implemented by the agency?

0%

% of Recommendations Partially Implemented Comments

Some recommendations made by the Committee have been considered, but final action on the matter is still pending before the Commission. Therefore, we cannot predict at this time the impact of many of the Committee's recommendations.

Does the agency provide the committee with feedback regarding actions taken to

implement recommendations or advice offered?

Yes ☒ No ☐ Not Applicable ☐

Agency Feedback Comments

At each plenary meeting of the Committee, The Chief of the Consumer and Governmental Affairs Bureau and the Senior Management team brief members of the Committee to the extent possible concerning the status of committee Recommendations. In addition, Commissioners and other FCC staff frequently address the committee and are available for questions. We always welcome ideas about how to make this report back even better.

What other actions has the agency taken as a result of the committee's advice or recommendation?

Checked if Applies

| | |
|-----------------------------------|-------------------------------------|
| Reorganized Priorities | <input checked="" type="checkbox"/> |
| Reallocated resources | <input type="checkbox"/> |
| Issued new regulation | <input type="checkbox"/> |
| Proposed legislation | <input type="checkbox"/> |
| Approved grants or other payments | <input type="checkbox"/> |
| Other | <input checked="" type="checkbox"/> |

Action Comments

Based on the Committee's recommendations, the Commission implemented a web-based Consumer Help Center to provide information on consumer issues and for consumers to file complaints.

Is the Committee engaged in the review of applications for grants?

No

Grant Review Comments

N/A

How is access provided to the information for the Committee's documentation?

Checked if Applies

| | |
|---------------------------|-------------------------------------|
| Contact DFO | <input checked="" type="checkbox"/> |
| Online Agency Web Site | <input checked="" type="checkbox"/> |
| Online Committee Web Site | <input checked="" type="checkbox"/> |
| Online GSA FACA Web Site | <input type="checkbox"/> |
| Publications | <input checked="" type="checkbox"/> |
| Other | <input checked="" type="checkbox"/> |

Access Comments

The meetings of the Committee are routinely broadcast live on the internet and are archived for future viewing. During this Committee term, The Committee's outreach has been expanded through social media channels including Twitter, Facebook, and Youtube.